TABLE 8

RESULT OF COMPLAINTS CONCLUDED BY RENDERING ASSISTANCE/CLARIFICATION

Organisation	No. of complaints	Remedial action taken/ suggested	No evidence of maladministration	Inconclusive	Ombudsman's suggestions on systemic improvement
Agriculture, Fisheries and Conservation Department	24	8 (33%)	15 (63%)	1 (4%)	7
Airport Authority	8	2 (25%)	6 (75%)		5
Architectural Services Department	4		4 (100%)		
Auxiliary Medical Service	1	1 (100%)			1
Buildings Department	274	50 (18%)	220 (80%)	4 (2%)	17
Civil Aviation Department	3		3 (100%)		
Civil Engineering and Development Department	11	3 (27%)	7 (64%)	1 (9%)	
Companies Registry	9		9 (100%)		
Correctional Services Department	30	1 (3.3%)	28 (93.4%)	1 (3.3%)	
Customs and Excise Department	15	1 (7%)	14 (93%)		1
Department of Health	23	3 (13%)	19 (83%)	1 (4%)	1
Department of Justice	4		4 (100%)		
Drainage Services Department	9	2 (22%)	7 (78%)		
Electrical and Mechanical Services Department	13	2 (15%)	11 (85%)		
Employees Retraining Board	2	1 (50%)	1 (50%)		
Environmental Protection Department	27	3 (11%)	23 (85%)	1 (4%)	1
Equal Opportunities Commission	8		8 (100%)		
Fire Services Department	8	4 (50%)	4 (50%)		2
Food and Environmental Hygiene Department	283	70 (24.7%)	211 (74.6%)	2 (0.7%)	24
General Office of the Chief Executive's Office	2		2 (100%)		
Government Laboratory	2		2 (100%)		
Government Logistics Department	1		1 (100%)		
Government Property Agency	2	1 (50%)	1 (50%)		
Government Secretariat					
- Chief Secretary for Administration's Office	23	8 (35%)	15 (65%)		1
- Civil Service Bureau	3		3 (100%)		
- Commerce and Economic Development Bureau	4		4 (100%)		
- Constitutional and Mainland Affairs Bureau	1		1 (100%)		
- Development Bureau	5		5 (100%)		1
- Education and Manpower Bureau	1		1 (100%)		1
- Education Bureau	22	2 (9%)	19 (86%)	1 (5%)	3
- Environment Bureau	1		1 (100%)		
- Financial Services and the Treasury Bureau	3		3 (100%)		
- Health, Welfare and Food Bureau	7	2 (29%)	5 (71%)		
- Home Affairs Bureau	3	1 (33%)	2 (67%)		
- Labour and Welfare Bureau	10		10 (100%)		1
- Security Bureau	4	1 (25%)	3 (75%)		
- Transport and Housing Bureau	8		8 (100%)		

Organisation	No. of complaints	Remedial action taken/ suggested		No evidence of maladministration		Inconclusive		Ombudsman's suggestions on systemic improvement
Highways Department	13	1	(8%)	12	(92%)			2
Home Affairs Department	55	11	(20%)	43	(78%)	1	(2%)	12
Hong Kong Examinations and Assessment Authority	13	2	(15%)	11	(85%)			
Hong Kong Housing Authority	3			3	(100%)			
Hong Kong Housing Society	13			13	(100%)			
Hong Kong Monetary Authority	9			9	(100%)			
Hong Kong Observatory	1			1	(100%)			
Hong Kong Police Force	1			1	(100%)			
Hospital Authority	78	16	(21%)	61	(78%)	1	(1%)	2
Housing Department	418	27	(6%)	387	(93%)	4	(1%)	8
Immigration Department	62	6	(9.7%)	55	(88.7%)	1	(1.6%)	12
Independent Commission Against Corruption	1					1	(100%)	
Inland Revenue Department	32	5	(16%)	27	(84%)			1
Intellectual Property Department	2			2	(100%)			
Judiciary Administrator	23	4	(17.4%)	18	(78.3%)	1	(4.3%)	1
Kowloon-Canton Railway Corporation	2			2	(100%)			1
Labour Department	23	2	(9%)	21	(91%)			3
Land Registry	2			2	(100%)			
Lands Department	124	33	(26.6%)	90	(72.6%)	1	(0.8%)	10
Legal Aid Department	19	2	(11%)	17	(89%)			
Legislative Council Secretariat	3	1	(33%)	2	(67%)			
Leisure and Cultural Services Department	161	18	(11%)	141	(88%)	2	(1%)	12
Mandatory Provident Fund Schemes Authority	6	3	(50%)	3	(50%)			2
Marine Department	7			7	(100%)			
Not Specified	18			18	(100%)			
Office of the Telecommunications Authority	17	1	(6%)	16	(94%)			
Official Receiver's Office	11	3	(27%)	8	(73%)			
Other Permanent Non-statutory Bodies	1			1	(100%)			
Planning Department	8	2	(25%)	6	(75%)			
Post Office	27	8	(29.6%)	18	(66.7%)	1	(3.7%)	3
Privacy Commissioner for Personal Data	3			3	(100%)			
Private Organisations/Individual/Companies	1	1	(100%)					
Radio Television Hong Kong	3			3	(100%)			
Rating and Valuation Department	12	1	(8%)	11	(92%)			
Registration and Electoral Office	6			5	(83%)	1	(17%)	
Securities and Futures Commission	4	1	(25%)	3	(75%)			
Social Welfare Department	81	4	(5%)	77	(95%)			2
Student Financial Assistance Agency	14	4	(29%)	9	(64%)	1	(7%)	2

TABLE 8

RESULT OF COMPLAINTS CONCLUDED BY RENDERING ASSISTANCE/CLARIFICATION

Organisation	No. of complaints	Remedial action taken/ suggested	No evidence of maladministration	Inconclusive	Ombudsman's suggestions on systemic improvement
Television and Entertainment Licensing Authority	7	1 (14.3%)	5 (71.4%)	1 (14.3%)	2
Transport Department	73	14 (19.2%)	58 (79.4%)	1 (1.4%)	13
Urban Renewal Authority	4		4 (100%)		
Vocational Training Council	3		3 (100%)		
Water Supplies Department	67	20 (30%)	46 (69%)	1 (1%)	10
Total	**2,289**	**357**	**1,902**	**30**	**164**

Note 1. Organisations under Schedule 1 to The Ombudsman Ordinance with no complaints concluded by Rendering Assistance/ Clarification are not shown.